



Eligibility 101

2020 IHCP Works
Annual Seminar



Agenda

- Plan Participation
- Provider Portal Registration
- Provider Maintenance
- Credentialing
- Re-Credentialing
- Welcome Letters
- Delegated Providers
- Find-a-Doc

Plan Participation

- Not currently a participating provider?
- Visit **CareSource.com/in/providers** and scroll down to click on *Become A CareSource Provider*.
- Complete our **New Health Partner Contract Form**



Education

Learn more about our programs and other topics to assist you with caring for your patients.

Most Popular

COVID-19 INFORMATION

BECOME A CARESOURCE PROVIDER

FREQUENTLY ASKED QUESTIONS

Additional Links

Patient Care

Newsletters & Communications

Reporting Fraud, Waste & Abuse

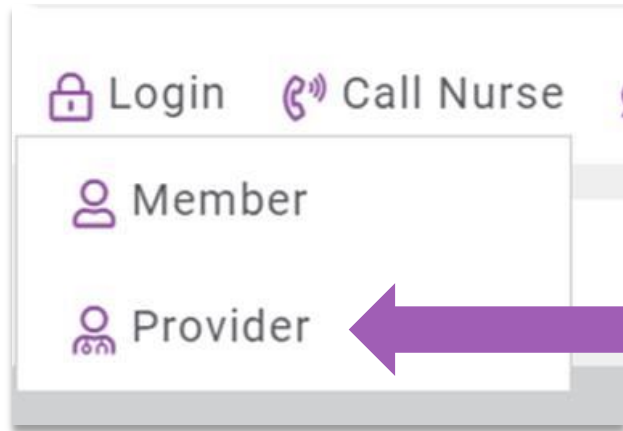
Pharmacy

Frequently Asked Questions

Quality Improvement

Behavioral Health

Provider Portal Registration



1. Go to **CareSource.com**.
2. On the top right corner of the page, hover over Login and select **Provider**.
3. Select Indiana.
4. Click [register here](#) under **Register for the Provider Portal**.
5. Enter your information, including your CareSource Provider Number (located in your welcome letter).
6. Follow remaining steps to register.

Register for the Provider Portal

If you are not already registered for the Provider Portal, please [register here](#).

If you have a login, but cannot remember your username and/or password, please call the CareSource Provider Services Department at 1-866-286-9949.

Register for the CareSource E-Communication System

Cut down on clutter and go green! Register for CareSource Provider E-Communication System and receive relevant and timely information via email. [Please register here](#).

Provider Login:

Username:

*

Password:

*

Log In

Helpful Hint:

- The zip code is the practitioner's primary location.

Provider Maintenance

Providers can now submit updates to their provider information online, including address or phone changes, adding a provider, etc. Please select the appropriate tab to submit your updates to CareSource online. Typical requests are processed within 7-10 business days. If your request requires additional information, a CareSource representative will contact you. Questions? Call 1-866-286-9949. For all new providers, the initial onboarding process can take up to 90 business days. If your credentialing request requires clarification or additional information, a Credentialing Coordinator will contact you.

To change your Tax ID number, or update your IRS name, you must make those changes through an amendment to your contract, not through maintenance. You can make those changes using the [New Health Partner Contract Form](#).

If you have a delegated contract for credentialing with CareSource, you will not be able to submit your maintenance request using this site. All new providers (additions); changes (additional address, phone # updates, etc.) and terminations will need to be submitted through a monthly roster. If you have questions, please contact your contracted delegated entity to submit your information.

Provider Maintenance

Demographic Change	Provider Add	Cultural/Linguistic/Accessibility Info
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Providers: Please Select ▼

Provider Maintenance

Submitting credentialing requests via email:

- Submit a Hierarchy Form (HIE) and W9 to providermaintenance@caresource.com
- For large group updates providers can fill out page 1 of the HIE form and attach a roster (see below for pertinent information).

Provider		Deg.						
John Doe (SAMPLE)		MD						
Address			City/County		State		Zip	
123 Main St			Anytown		Indiana		99999	
Phone	Fax	NPI #	CAQH#		Medicaid/IHCP #		Medicare #	
317-555-1212	317-555-1213	1234567890	123456		1234567A		1234567	
Specialty		PCP? Y/N	HHW Capacity? (Min. 50)	HIP Capacity? (Min 50)	Cultural Competency (Y/N)		Competency Training Name	
Family Practice		Y	100	100	Yes		Cultural Competency Training Name	
Age Restrictions? (18 yrs & older)		Race/Ethnicity	Gender Restrictions	Office Hours				
				Mon	Tues	Wed	Thur	Fri
								Sat
								Sun
N		See below	N					

Credentialing Process

- Credentialing with CareSource (including Contracting, Credentialing and Provider Loading) takes approximately 30-45 days
- The preferred method for submission of Provider Maintenance (adding a provider to an existing contract, changing demographic information) requests, is via the Provider Portal.
- Group level credentialing includes the following provider types:
 - Radiologists
 - Anesthesiologists
 - Pathology
 - Hospitalists
 - Emergency Medicine
 - Laboratory



Credentialing Requirements

- A current Council for Affordable Quality Healthcare (CAQH) is needed for credentialing any provider.
- Provider must be an IHCP-approved provider.
- Requires additional organization applications:
 - Hospitals
 - Urgent Clinics
 - Skilled Nursing Facilities
 - Home Health Agencies
 - Ambulatory Surgical Centers
 - CMHCs
 - County Health Departments
- W9 is required for all new requests and changes.



Credentialing Board Certification

- Board certification is not required for primary care specialties.
- Participating requirement for board specialty
- Exemption from board certification

Credentialing PMPs

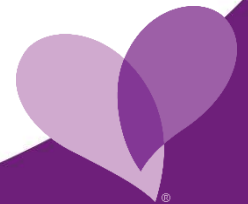
- PMPs must select a panel size of greater than 0 must be selected.
- PMPs are required to complete an on-site survey during the credentialing process.
- PMPs must adhere to Access & Availability standards

Primary Care Physicians

Patients With . . .	Should Be Seen . . .
Emergency needs	Immediately upon presentation
Urgent care	No later than the end of the following working day after the patients initial contact with the PMP site
Regular and routine care needs	Not to exceed 6 weeks

Non-PMP Specialists

Patients With . . .	Should Be Seen . . .
Emergency needs	Immediately upon presentation
Urgent care	Not to exceed 48 hours
Regular and routine care needs	Not to exceed 12 weeks




Re-Credentialing

- Providers are recredentialed a minimum of every 3 years.
- As part of the recredentialing process, CareSource considers information regarding:
 - Performance to include complaints
 - Safety and quality issues
 - Information regarding sanctions collected from the NPDB
 - Medicare and Medicaid Sanctions and Reinstatement Report, Medicare Opt-Out and the HHS/OIG.
- Providers will be considered recredentialed unless otherwise notified.



Welcome Letters



P.O. Box 8738, Dayton, OH 45401-8738 | CareSource.com

7/1/2020

Provider's Name
Group Name
Address
City, State and Zip Code

Dear Health Care Provider:

Welcome to CareSource! We are pleased to partner with you to serve our members, and we are dedicated to providing you with the best service and support possible.

You are now participating in the following CareSource programs, effective: 8/1/2020

Indiana Medicaid HHW
Indian Medicaid HIP

In order to ensure accurate and prompt payment of your claims, please use both your federal tax ID number (TIN) and your National Provider Identifier (NPI) when submitting claims to CareSource. You may also include your CareSource provider ID. Below is the information we currently have in our system:

Federal Tax ID Number: 999999999
NPI Number: 999999999
CareSource Provider Billing Number: **CS0000000000**

Please include these numbers in:

- Box 25 (TIN), Box 33A (NPI) and Box 33 (CareSource Provider ID) on CMS 1500 claim forms.
- Box 5 (TIN), Box 56 (NPI) and Box 51 (CareSource Provider ID) on CMS 1450 (UB-92) claim forms.
- Box 51 (TIN), Box 54 (NPI) and Box 44 (CareSource Provider ID) on ADA dental claim forms.

Failure to include your NPI and tax ID will cause your claims to reject. To avoid delay or disruption of claims payments, it is crucial that you share this information with everyone involved in claims and billing for your organization. This includes any billing vendors or electronic claims clearinghouses you may use.

If you have questions about whether a patient is a CareSource member or what plan they have, you can check the CareSource Provider Portal at: <https://providerportal.CareSource.com/> on demand through eligible EDI (Electronic Data Interchange) clearinghouses, or by calling CareSource Provider Services at: 855-202-1091.

Welcome letters are generated once a provider is entered into the system and assigned a CareSource ID. The letter will have a CareSource provider billing number that providers can use to register in the provider portal.

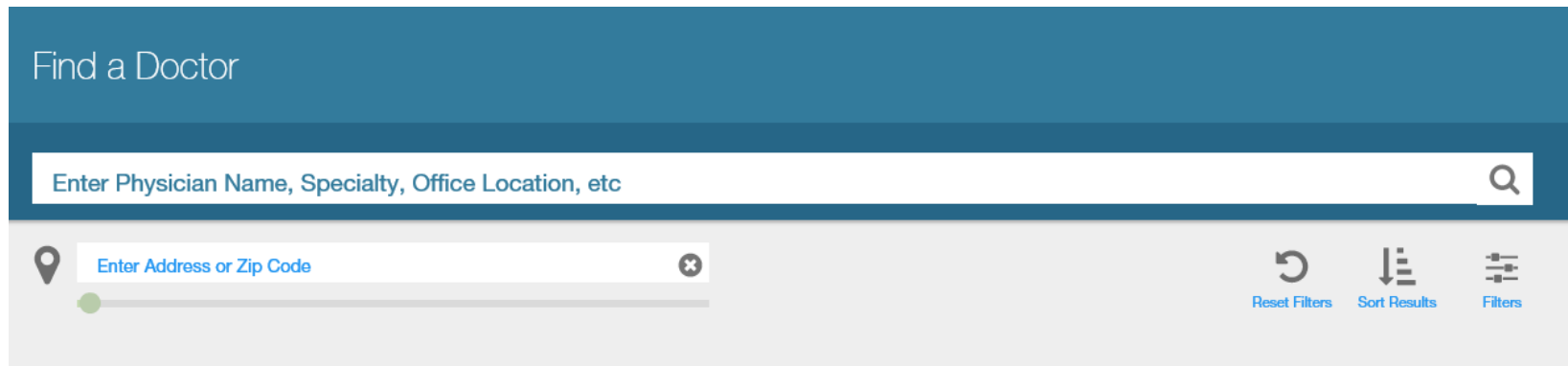
Delegated Providers

- Agreements with delegated providers
- Submitting maintenance requests via a monthly roster to DelegatedRosterSubmissions@caresource.com



Find-A-Doc

- Providers can verify provider eligibility via Find-A-Doc
<https://findadoctor.caresource.com/>
- Search by physician name to verify enrollment



The screenshot shows the 'Find a Doctor' search interface. It features a dark blue header with the text 'Find a Doctor'. Below the header is a search bar with the placeholder text 'Enter Physician Name, Specialty, Office Location, etc' and a magnifying glass icon. Underneath the search bar is a location input field with a location pin icon, the placeholder text 'Enter Address or Zip Code', and a clear button (X). To the right of the location field are three buttons: 'Reset Filters' (with a circular arrow icon), 'Sort Results' (with a downward arrow and list icon), and 'Filters' (with a list icon). The bottom right corner of the slide features a decorative graphic of overlapping purple and pink heart shapes.

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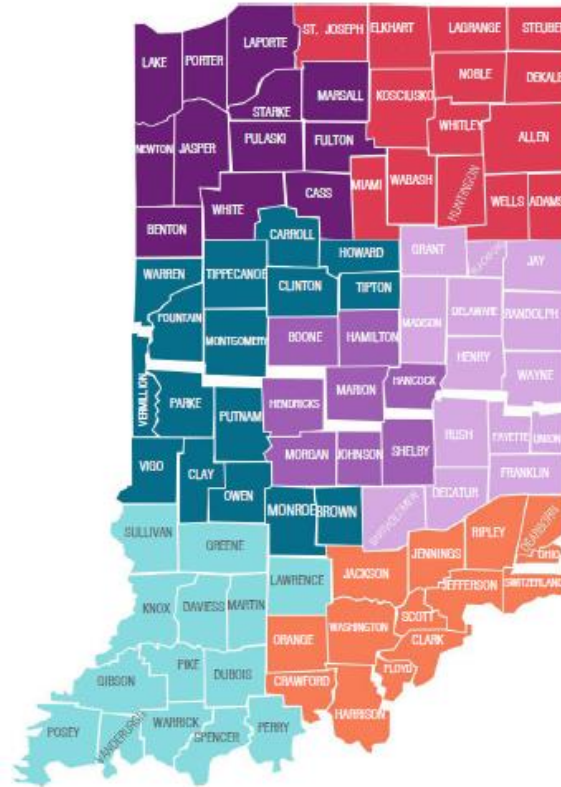
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Health Floyd



A photograph of three children of diverse backgrounds playing outdoors. On the left, a girl in a blue polo shirt blows bubbles with a pink wand. In the center, a boy in a blue polo shirt smiles at the camera. On the right, a girl in a purple polo shirt blows bubbles with a blue wand. The background is a soft-focus view of green trees and foliage. The text 'Thank you!' is written in a purple script font across the top center of the image.

Thank you!